

Our Mission: IHCDCA helps build strong communities by providing financial resources and assistance to qualified partners throughout the State of Indiana in their development efforts. A primary focus of IHCDCA is providing a continuum of housing from homelessness to homeownership, with a focus on low to moderate income Hoosiers.

**-Vacancy Announcement –  
Constituent Liaison and Communication Specialist**

Pending Hiring Committee approval, the Indiana Housing and Community Development Authority (IHCDCA) is accepting resumes for a Constituent Liaison and Communication Specialist in IHCDCA's Marketing and Communications Department.

To be considered for this position applicants must:

1. Email a cover letter, resume and a one to three page professional writing sample to Elyse Fenneman at [EFenneman@spd.IN.gov](mailto:EFenneman@spd.IN.gov) and Amber Sheffer at [ASheffer@ihcda.IN.gov](mailto:ASheffer@ihcda.IN.gov) listing the title of the position in the email subject line.
2. Upon Hiring Committee approval, applicants will also have to submit an online application through the State's Job Bank website.

While awaiting Hiring approval, candidates can submit an online applicant profile on the job bank site at [www.in.gov/spd](http://www.in.gov/spd) . Click on:

- Employment Opportunities
- Apply Now
- Register now

The position offers a competitive salary, commensurate with relevant education and work experience. This position is housed in IHCDCA's Indianapolis headquarters and resumes are being accepted until further notice.

**Job Description:**

<b>Title</b>	Constituent Liaison and Communication Specialist	<b>Non-Exempt</b>
<b>Reports to</b>	Marketing and Communications Director	<b>Date last revised:</b> 5/3/2013
<b>Supervises</b>	N/A	
<b>Summary</b>	<p>The Constituent Liaison and Communication Specialist contributes to IHCDCA's mission by being the central point of contact for Hoosiers who have questions or concerns for the agency. The Constituent Liaison is responsible for receiving communication from constituents (via phone, email and mail), working with departments within the agency to gather the information necessary to respond to the constituent, and following-up with the constituent as necessary to resolve the initial call.</p> <p>As part of the Marketing and Communications Team, the Liaison and Communication Specialist also assists with various communications research and fact building in support of communications projects.</p>	
<b>Evaluation of performance</b>	Performance will be evaluated based on achieving key outcomes described in this job description, including specific goals, deadlines, and other quality indicators; working effectively in a team environment; interacting positively with partners and demonstrating customer service; and working efficiently and effectively within required specifications, policies, and standards established by IHCDCA and its associated governing entities.	

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<b>Key outcomes expected</b>	<p>Responsible for fielding inquiries from constituents on IHCDCA programs and housing related issues, via direct phone call, transferred phone call from the front desk</p> <p>Responsible for monitoring the Governor’s electronic constituent system and responding to IHCDCA related inquiries</p> <p>Responsible for resolving reason why constituent contacted IHCDCA, whether that means answering a program-related question, referring the constituent to other sources of assistance, or other</p> <p>Responsible for developing a collaborative relationship with each department of IHCDCA</p> <p>Must take ownership of constituent issues</p> <p>Responsible for fielding and addressing inquiries from state legislators about IHCDCA programs or with a constituent concern.</p> <p>Responsible for logging information about every constituent contact into IHCDCA data management system</p> <p>Promotes the agency through positive representation and communication of its services</p> <p>Understands and takes seriously the responsibility of being IHCDCA’s sole or main point of interaction with the public</p> <p>Responsible for assisting with research needs and fact gathering for various communications projects and initiatives</p> <p>Responsible for assisting with updating information supplied on the agency websites</p> <p>Responsible for answering constituent queries from the agency’s websites</p> <p>Maintain and protect confidential information.</p> <p>Maintain a professional appearance and demeanor.</p> <p>Maintain a professional relationship with all employees by ensuring a sense of mutual trust, concern, respect, and teamwork.</p> <p>Comply with all policies of IHCDCA</p> <p>Other duties as assigned</p>
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<b>Critical skills, knowledge, and behaviors</b>	<p>Excellent verbal communication skills</p> <p>Excellent written communication skills</p> <p>Pleasant, positive personality and calm, measured demeanor is essential</p> <p>Able to effectively communicate with a variety of individuals with diverse backgrounds, education, and economic levels.</p> <p>Willingness to take ownership of a constituent's issue and see that it is resolved in a timely fashion to the best of IHCDCA's abilities</p> <p>Able to be productive with a schedule that is fluid depending on the number of constituent contacts.</p> <p>Demonstrates customer service orientation.</p> <p>Able to think logically and analytically.</p> <p>Proactive in anticipating and alerting others to problems with projects or processes.</p> <p>High detail orientation and accuracy.</p> <p>Takes initiative and needs little supervision.</p> <p>Able to prioritize, organize tasks and time, and follow up.</p> <p>Performs responsibilities efficiently and timely.</p> <p>Able to juggle multiple requests and meet multiple deadlines.</p> <p>Able to work well in a team environment and as part of a team.</p> <p>Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail).</p>
<b>Education, experience, degrees, licenses</b>	<p>Bachelors Degree preferred.</p> <p>A minimum of 1-3 years of Customer service experience.</p> <p>Experience with housing and/or federal programs a plus. If not, must have demonstrated through experience or education a willingness and ability to absorb complex material quickly</p> <p>Expected to perform in an office environment at IHCDCA headquarters in Indianapolis</p>
<b>Work environment and physical demands</b>	<p>Work is performed in an office environment.</p> <p>Must be able to work proficiently with computers and other office equipment.</p> <p>Work requires spending long periods in front of a computer.</p>